

Cascade County

JOB VACANCY ANNOUNCEMENT

Position: Senior Computer Support Specialist	Closing Date: January 24, 2012
Dept.: Information Technology	Dept. Adm.: Tom Yashenko
Type of Position: Full-time	Salary: \$18.00-\$20.00 per hour
Applications available at Cascade County Human Resource Department, www.cascadecountymt.gov or Job Service All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.	

DESCRIPTION OF POSITION

Provides a wide variety of computer and user support to ensure effective installation, maintenance and troubleshooting of computer hardware and specialized software used in the Cascade County Sheriff's Office/Adult Regional Detention Center (SO/ADC). The main focus of computer support will be within these facilities. However, if additional I.T. support issues are required within other areas of Cascade County, this position will be required to assist the County I.T. staff. This position will be responsible for overseeing the daily 24/7 I.T. operation. Functions as a lead worker doing the work similar to those in the work unit; responsibility for training, instruction, setting the work pace, and providing input for evaluating performance. This position has an overall understanding of computer hardware, peripherals, devices and software applications to independently install, maintain, and trouble-shoot hardware/software and resolve most client and PC problems. At this level, incumbents are required to have an in-depth understanding of hardware and software support and a proficient understanding of Network Administration. Assists the Network Engineer in the resolution of operating problems, and researches and resolves non-documented hardware, software and LAN problems. Tests and installs specific client applications and/or reports using County software and specialized software packages used in Cascade County Sheriff's Office/Adult Regional Detention Facility; installs, tests, troubleshoots, and maintains hardware and software products; provide training to users on hardware and specific software applications; has an in-depth understanding of local-and wide-area networks and assist senior staff in the identification and resolution of network operating problems; provides software and hardware technical support to ensure clients' computers run efficiently; diagnoses and solves problems on servers/workstations and associated devices; researches peripherals to find the appropriate drivers to make them function properly; sets up, installs, configures, and maintains individual workstations, peripherals, components, network and local printers; troubleshooting hardware and software failures, restoring lost or corrupted data, and compatibility issues with hardware/software; work closely with outside specialty vendors per support agreements; ensure the components of the County's networks work together with the software applications in the Sheriff's Office/Adult Detention Center ; performs other duties and tasks as assigned; provides input to IT Department Head and senior staff in regards to purchase of workstations, printers, network cards, software, etc. for the Sheriff's Office/Adult Detention Center as requested ; perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, reviewing system and application logs, and verifying completion of scheduled jobs; perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media; provides occasional guidance, some of which is technical; responsible for training, instruction, setting work pace, and providing work assignments; performs other related duties as assigned.

JOB REQUIREMENTS

Knowledge and understanding of: A wide variety of server and desktop software, hardware, and peripherals (Word, Excel, Microsoft Office, Internet, Email, Windows Desktop and Server Operating Systems, LANs, Access, etc.; working knowledge of network protocols and procedures; current and potential future County, SO/ADC operating systems and hardware; a variety of network components and the intricacies of diverse software products; Countywide computer infrastructure and Information Services procedures, policies and organization; safety rules, policies and procedures; confidentiality rules for law enforcement information technology.

Skills in: Diagnosing and resolving computer workstation problems; operating a variety of software applications; providing server support in consultation with external vendor support contracts; time management and organization.

Ability to: Establish effective working relationships with management, employees, vendors, other county departments, and the general public; communicate effectively with users; thoroughly learn, understand and support the functions of the various modes of communications with other law enforcement agencies; perform a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines; quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; meet challenges with resourcefulness through original thinking and creativity; develop solutions; respond promptly to requests for service and assistance from the public and various office personnel; meet established timelines and/or deadlines; deal with frequent change, delays or unexpected events; operate a variety of office equipment; read and comprehend materials; analyze and compile information; adhere to standards of confidentiality; follow verbal and written instructions; maintain concentration during frequent interruptions; observe work hours; demonstrate punctuality; work collaboratively with management and co-workers; observe established lines of authority; identify problems that adversely affect the organization and its functions and offers suggestions for improvements.

EDUCATION AND EXPERIENCE

Bachelors Degree in Computer Science or closely related field **and** one (1) year experience with evaluating and resolving computer, system, and user problems including compatibility conflicts, application operations, and hardware malfunctions, installing and maintaining computer hardware, software **or** Associate's Degree in Computer Science or closely related field **and** three (3) years' experience with evaluating and resolving computer, system, and user problems including compatibility conflicts, application operations, and hardware malfunctions, installing and maintaining computer hardware, software **or** Any equivalent combination of experience and training totaling five (5) years. Experience in providing one-to-one IT training beneficial. Valid Montana State Driver's License required. Successful applicant must meet Cascade County Sheriff's Office security approval.

Sheriff's Office Employment Statement:

Any individual with a felony conviction, a domestic violence conviction or outstanding warrants is ineligible for consideration for employment by the Cascade County Sheriff's Office.

The successful Applicant must serve a 6 month probationary period and may have a criminal background check conducted. The results thereof may disqualify the Applicant from consideration for employment with the County.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference should provide a DD-214 Discharge Document or DPHHS Handicap Certification with their application for employment so that Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.